

NOVA SCOTIA ENVIRONMENT & LABOUR

**ANNUAL ACCOUNTABILITY REPORT
FOR THE
FISCAL YEAR 2003-2004**

December 2004



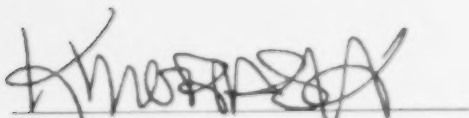
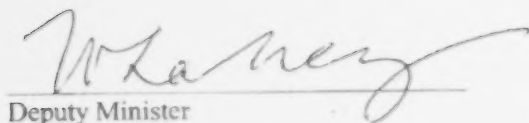
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1. Accountability Statement

The accountability report of the Department of Environment and Labour for the year ended March 31, 2004, is prepared pursuant to the *Provincial Finance Act* and government policy and guidelines. These authorities require the reporting of outcomes against the Department of Environment and Labour's business plan information for the fiscal year 2003-04. The reporting of department outcomes necessarily includes estimates, judgements and opinions by department management.

We acknowledge that this accountability report is the responsibility of department management. The report is, to the extent possible, a complete and accurate representation of outcomes relative to the goals and priorities set out in the department business plan for the year.


Minister
Deputy Minister

2. Message from the Minister

On behalf of Nova Scotia Environment and Labour, I am pleased to present the department's accountability report for the fiscal year 2003-2004.

The purpose of the report is to document the department's performance in relation to the goals and priorities presented in the 2003-2004 business plan.

Perhaps more than any other provincial government department, Environment and Labour is responsible for an extremely diverse mandate. Nova Scotia Environment and Labour works to protect and promote:

- the safety of people and property;
- a healthy environment;
- employment rights;
- consumer interests and public confidence in the financial services, insurance, pension services, and alcohol and gaming sectors.

The department's mission is accomplished through a variety of both regulatory and non-regulatory measures such as public education and communications, standard setting, codes of practice, promotion of partnerships and stewardship agreements, and environmental and natural areas management programs. The department also provides dispute resolution services that promote effective workplace relationships, and provides advice, assistance, and representation to injured workers.

This report details the work that has been completed and our ongoing efforts in the last fiscal year. Key among the department's accomplishments is automobile insurance reform, measures to strengthen the Workplace Safety and Insurance System, drinking water protection and increased worker protection under the Labour Standards Code.

I believe in the importance of performance reporting as a tool for continuous improvement and as a means of ensuring government's accountability to you, the taxpayer. I believe you will find as you review this document that your contribution has been well invested.

Honourable Kerry Morash
Minister of Environment and Labour

3. Introduction

This Accountability Report provides information on Nova Scotia Environment and Labour (NSEL)'s performance in relation to the specific goals, priorities, performance measures, and budget expenditure targets presented in its 2003-04 business plan.

During 2003-04, NSEL undertook significant legislative and regulatory initiatives on a variety of priority issues under its broad mandate. These included:

- A comprehensive automobile insurance reform package to stabilize auto insurance premium rates and to improve protection and fairness for consumers.
- Increased levels of worker protection and benefits under the *Labour Standards Code* in the areas of compassionate care leave, right to refuse Sunday work, vacations, sick leave, overtime and the minimum wage;
- Development of initiatives to support the strategic plan of the Workplace Safety and Insurance System.

Other achievements included:

- Release of *Towards a Sustainable Environment*, the cornerstone of a provincial "green plan" which outlines government's vision for an integrated approach to environmental management;
- Completion of all Year Two action plan commitments under the provincial *Drinking Water Strategy*, on time and within budget;
- Implementation of a risk based system for delivery of environmental inspections;

Detailed information on NSEL's 2003-04 performance can be found in:

- Section 4 of the report which outlines the results achieved with respect to the priorities established within each of NSEL's core business areas:
 - Environmental Protection and Natural Areas Management;
 - Public Safety and Occupational Health & Safety;
 - Alcohol, Gaming, and Amusements Regulation;
 - Employment Standards & Labour Services; and
 - Pension and Financial Services Regulation.
- Section 5 which summarizes the financial results achieved by NSEL for 2003-04.
- Section 6 which shows the results achieved for the performance measures established in each of NSEL's core business areas.

NSEL's 2003-04 business plan is located on the NSEL website at http://www.gov.ns.ca/enla/pubs/b_plan04.pdf. You can also contact the NSEL Policy Division at 902-424-4944 to request a printed copy of the business plan.

4. Department Priorities and Accomplishments

Core Business Area 1: Environmental protection and natural areas management

Develop proposed amendments to the Environment Act to update, clarify, and strengthen the Act, and to allow department resources to be refocused on areas of greatest risk to human health and the environment.

- Proposed amendments to the *Environment Act* have been developed which address the above noted objectives.
- A discussion paper was released in Spring 2004 to provide an opportunity for public review and comment on the proposed changes. The comments received will assist the department in developing a final legislative proposal.

Manage and protect Nova Scotia's drinking water supplies through implementation of the Action Plan outlined in A Drinking Water Strategy for Nova Scotia

- NSEL completed all 2003-04 Drinking Water Strategy action plan commitments on time and within budget. They include:
 - developing a due diligence handbook for municipal councillors and public utility commissioners;
 - developing public information materials for private well owners;
 - prioritizing municipal water supply protection plan requirements and working with municipalities to update/develop new protection plans for priority water supply areas;
 - identifying operator training needs and facilitating necessary training;
 - working with municipalities to have System Assessment Reports submitted; and developing a program for compliance monitoring of public drinking water systems.

Propose amendments to the Air Quality Regulations that will achieve sulphur dioxide emission reduction targets outlined in Nova Scotia's Energy Strategy, and work with major facilities to develop plans that address provincial commitments to meet Canada Wide Standards for particulate matter and ozone.

- Proposed amendments have been developed which formalize the Energy Strategy commitment to reduce sulphur dioxide emissions by 25% from existing sources by 2005.
- The implementation plan for the Canada Wide Standard for particulate matter and ozone has been drafted and will be finalized following consultation. NSEL has also been working with major facilities to develop action plans for meeting the targets and standards.

Promote conservation of natural areas on private land through stewardship approaches in partnership with landowners, conservation organizations, and other government departments.

- The department acquired nine private land parcels located within wilderness areas through active participation in the Campaign for Conservation. The Campaign is a 4 year, \$3.3 million partnership between the Province and the Nature Conservancy of Canada to secure critical private lands such as areas located within wilderness areas.

Implement a risk-based system for the delivery of environmental inspection, monitoring and compliance services.

- NSEL implemented a risk-based system for environmental regulatory services delivery which assists NSEL by focussing its inspections services where the risk for environmental harm is greatest. By directing resources where they are most needed NSEL has improved its capacity to promote environmental compliance. Since its introduction on April 1, 2002, the risk based inspection system has been applied to 259 industrial approvals.

Complete the development of an environmental "green plan" for Nova Scotia

- In June 2003 the Nova Scotia government released *Towards A Sustainable Environment*. This document outlines the government's approach to managing the environment and is the cornerstone of a provincial "green plan".
- Beginning in January 2004, public consultation was undertaken to seek input into implementation of the commitments identified in *Towards A Sustainable Environment*.
- An interdepartmental steering committee of senior officials from eight Nova Scotia government departments is leading implementation of the "green plan" including development of a government-wide environmental management policy.

Core Business Area 2: Public Safety and Occupational Health & Safety

Develop components of the strategic plan for the Workplace Safety and Insurance system which relate to delivery of OHS programs and services.

- The Board of Directors of the Workers Compensation Board approved a Strategic Plan for the Workplace Safety Insurance System in September 2003.
- Work on the Occupational Health and Safety components of the Strategic Plan has proceeded. Support was provided for elements of the strategic plan designed to improve outcomes, service delivery and governance. Specific OHS initiatives taken during the period to support the plan include:
 - OH&S Grant Program
 - Youth Education Program
 - Production of a quarterly OHS administrative report
 - Participation with WCB in regional workshops to increase client awareness of OHS programs and services. OHS staff have also participated in joint agency training with WCB to raise awareness of WCB programs and services by OHS staff.

Participate in regional and national inter-jurisdictional cooperative initiatives to promote health and safety in the workplace.

- NSEL participated in interjurisdictional initiatives sponsored by the Canadian Association of Administrators of Labour Legislation which focussed on OHS officer training.
- The OHS Division continued to work with other Atlantic jurisdictions to explore joint initiatives including publishing an Atlantic Canada version of the Nova Scotia *Fish Safe* booklet and republishing *The Forest Professional*. In addition the OHS Division hosted the Atlantic regional training workshops for OHS officers throughout Atlantic Canada.
- The OHS Division participated with WCB on the national committee which

developed the Cross-Canada Young Worker Initiative to improve OHS awareness among youth.

- NSEL also supported the National Skills Competition on Workplace Safety.

Develop legislative proposals for amendments to the Boilers and Pressure Vessel Act and regulations and the Amusement Devices Act and regulations, designed to replace outdated legislation and support current business practices and technology standards

- NSEL completed a review of legislation and regulations pertaining to boilers and pressure vessels in preparation for public consultation to be carried out in 2004-05.
- Public consultation on the *Amusement Devices Act* and Regulations is ongoing and a training program for amusement ride mechanics is being developed in cooperation with the industry and the Department of Education.

Develop a provincial plan in partnership with the Emergency Measures Organization, Department of Health, and Department of Justice for a rationalized response capability by first responders to incidents involving hazardous materials and bioterrorism.

- Specifications were developed to appoint a coordinator to support this initiative. Training of first responders was provided and equipment has been released to the response teams.

Conduct ongoing reviews of OHS legislation to meet provisions of the proposed sunset clause, recommendations of the Red Tape Reduction Task Force, government's legislative agenda and ongoing program evaluation and review.

- Nova Scotia continued to work, in partnership with Canada, and Newfoundland and Labrador, on revisions to the *Canada - Nova Scotia Offshore Accord Implementation Act* to provide the industry with a consistent set of requirements in the two offshore areas, and to ensure that offshore workers have safety standards which are at least as high as those applicable to workers onshore.
- Government approved new Underground Mining Regulations which replace two outdated statutes.
- Government also approved new Summary Offence Ticket Regulations to provide Occupational Health and Safety Inspectors with additional enforcement tools.
- Minor revisions to the Occupational Safety General Regulations were introduced.
- The review of Diving Regulations, Fall Protection and Scaffolding Regulations, and General Blasting Regulations is proceeding.

Increase the number of licenses, permits and application processes handled by Service Nova Scotia in order to improve access and provide multiple payment options for clients of our services, while at the same time, decreasing transaction costs for government.

- A proposal to transfer additional components of Nova Scotia Environment and Labour's Public Safety licenses billing and collection process to Service Nova Scotia was developed.

Review the regulatory process for wood and oil fuels installations and fire protection systems to assess feasibility of introducing self regulatory programs.

- A process for public consultation on a proposed self regulatory system for sprinklers, fire alarms and fire extinguishers has been developed. Review of the regulatory process for wood and oil fuels has been deferred pending completion of

the fire protection systems regulatory review.

Core Business Area 3: Alcohol, Gaming and Amusements Regulation

Initiate policy and regulatory procedures required to support compliance programs relating to the Smoke Free Places Act

- Policy & procedures were completed in collaboration with the Office of Health Promotion. The current compliance rate with the *Smoke Free Places Act* is at or near 100%.

Core Business Area 4: Employment Standards & Labour Services

Maintain existing service response times for conciliation requests as required under the Trade Union Act, and continue to offer preventative mediation programs, in support of the collective bargaining agenda in both the public and private sectors anticipated for 2003-04.

- NSEL provided timely and effective conciliation/mediation services to all clients during this fiscal year.
- Conciliation cases are assigned to an officer within 14 days of the receipt of the request, and meetings are normally scheduled within 5 weeks of the assignment.
- A total of 131 conciliation cases were completed between April 1, 2003 and March 31, 2004.
- All completed conciliations were scheduled within the existing time targets of 5 weeks from receipt of request or scheduled at a time mutually agreeable to the parties.
- Preventive Mediation services provided by NSEL included:
 - 2 joint supervisor/steward training programs;
 - 63 grievance mediations;
 - 12 interest-based negotiation facilitations;
 - 5 administration information sessions;
 - 4 conciliation information sessions.

Complete a review of existing information/case management systems used by the six agencies, boards, commissions and tribunals administered by the Labour Services division and implement a common case management/statistical database system which ensures optimal use of staff and technology.

- A review of the case management systems was completed. The recommended common case management system was approved for implementation in 2004/05.

Implement Government decisions resulting from the department's annual review of Nova Scotia minimum wage rates conducted in 2002-03.

- In April, 2003, the Minister announced changes to the minimum wage rate.
- Two 25 cent increases were implemented - the first on October 1, 2003 and the second on April 1, 2004 - resulting in a current rate of \$6.50. The minimum wage

for inexperienced workers was also raised by two 25 cent increments to \$6.05 an hour.

Undertake a review of Labour Standards Division service delivery systems and introduce improved business processes.

- The Labour Standards Division developed and implemented a plan to reduce and ultimately eliminate the backlog of complaints. Outstanding complaints were reduced from 900 in October 2003 to about 400 by March 31, 2004.
- New complaints were assigned within one month versus 6 to 8 months the previous year.
- The Division also developed six plain language documents for clients. They include an improved complaint form and a revised plain language guide to the Code.

Develop components of the strategic plan for the Workplace Safety and Insurance System which relate to delivery of the Workers' Advisers Program.

- The Workers' Advisers Program, Workers' Compensation Appeals Tribunal, and Workers' Compensation Board developed the first in a series of joint agency staff training projects. The training is designed to address common knowledge and skills requirements of employees in the three organizations.
- An inter-agency secondment agreement was developed and implemented to promote sharing of expertise and strengthen inter-agency communications.
- The Workers' Advisers Program has implemented the strategic plan requirement for quarterly reporting on administrative operations.

Develop amendments to the Labour Standards Code to protect workers who take compassionate care leave.

- Changes to the Labour Standards Code were enacted which enable employees to take up to 8 weeks leave from work to provide care for a critically ill family members.

Develop amendments to the Labour Standards Code to protect workers who decline to work on Sundays.

- Changes to the Code were enacted protecting employees who refuse to work Sundays, if the requirement to work results from changes to the *Uniform Retail Closing Day Act* related to Sunday shopping.
- Additional changes to the Labour Standards Code were enacted improving vacation, sick leave, and overtime benefits, and establishing a Minimum Wage Review Committee.

Core Business Area 5: Pension and Financial Services Regulation

Review and revise Model Pension Law Principles following consultation.

- Model Pension Law Principles were released for national consultation in January 2004. The consultation ended in June 2004 following a series of meetings with stakeholders across the country.

Provide policy analysis support with respect to the review of automobile insurance issues in Nova Scotia, including analysis of public input received in response to the discussion paper "The Road Ahead", and reporting on the results of the public consultation process.

- Building on input from public consultation and the recommendations of the Consumer Advocate, a comprehensive automobile insurance reform package was developed which included changes to five statutes and introduction of three new regulations. These initiatives have contributed to stabilization of automobile insurance premiums and better protection and fairness for consumers.

Review and respond to proposed amendments to the Credit Union Act received from the system committee examining the legislation, and prepare appropriate legislative amendments

- Legislative amendments were passed in Spring 2004. Further industry consultation has taken place and regulations are being developed.

Develop proposed insurance legislation, harmonized within the Atlantic region, as well as harmonized general insurance agent regulations developed in consultation with the agents and brokers, educational service providers, and with regulators in the Atlantic region

- Nova Scotia's Superintendent of Insurance has participated actively in the ongoing project to develop a harmonized regulatory framework for insurance in the Atlantic region.
- With the emergence of automobile insurance as an issue of common concern to all of the Atlantic provinces, the Council of Atlantic Premiers at their June 2003 meeting established the Atlantic Canada Insurance Harmonization Task Force with the mandate to study the impacts and options relating to establishing an Atlantic Canada public automobile insurance system, develop a harmonized legislative and regulatory framework for private auto insurance in Atlantic Canada, and complete the drafting of Atlantic Canada harmonized legislation for other lines of insurance products.
- In October 2003 the Council of Atlantic Premiers released the Task Force's three-volume report.
- Work by the Superintendents of Insurance will proceed over the next year towards bringing these two efforts together so that resulting harmonized legislation can be achieved.
- Harmonized General Insurance Agent Regulations were developed and received Government approval.

Department-wide Priorities

Develop a regulatory policy framework to improve the consistency, cost-effectiveness, and transparency of the department's regulatory management processes.

- NSEL developed a draft regulatory policy and process guide. The regulatory impact assessment component of the process model is currently being piloted. Department-wide implementation of the policy is planned for 2004-05.

5. Financial Results

Nova Scotia Environment and Labour's 2003-04 budget expenditures and staffing levels are summarized below.

Nova Scotia Environment & Labour Budget Expenditures			
	Forecast 2002-03 (S thousands)	Estimate 2003-04 (S thousands)	Actual 2003-04 (S thousands)
Total Program Expenses - Gross Current	38,071.0	40,881.2	38,095
Total Program Expenses - Net of Recoveries	25,981.0	27,558.0	26,544
Salaries and Benefits	25,392.4	27,071.3	26,182
Funded Staff (FTEs)	454	473	449

6. Performance Measures

NSEL is monitoring results achieved with respect to the following outcomes and performance measures. Detailed information follows on each of the performance measures, including the reasons for its selection, current results, and targets for future results.

Outcome	Measure
Core Business Area: Environmental protection and natural areas management	
Clean and safe drinking water	percentage of population served by municipal water supplies that meet the health-based criteria for bacteriological quality, as stated in the <i>Guidelines for Canadian Drinking Water Quality</i> , at all times during the calendar year
Clean air	annual total sulphur dioxide (SO ₂) air emissions (tonnes) in the province
	annual total mercury (Hg) air emissions (kg) from electrical power generation in the province
	annual total nitrogen oxide (NO _x) air emissions (tonnes) in the province
Protected natural areas	total hectares of land protected through NSEL program options
Shared responsibility for environmental management	number of Solid Waste Regions, and the percentage of population they represent, that achieve 50% or more diversion from disposal
	total number of product sectors under voluntary or mandatory stewardship agreements
Proactive environmental management	total number of business sectors and municipalities participating with NSEL in environmental management and/or pollution prevention programs and initiatives
Efficient and effective program delivery	percentage of industrial facility approvals to which a Risk-Based Inspection and Auditing (RBIA) Program has been applied
	average administrative time (days) to process applications for the approval of the installation of on-site sewage disposal systems

Outcome	Measure
Core Business Area: Public Safety and Occupational Health and Safety	
A safe work environment	annual percentage of targeted inspections where an occupational health and safety order is not issued
	annual average number of registered Workers' Compensation Board claims per hundred employees, compared to the five-year running average
	average number of compensable days for all compensable time loss claims filed in the year and receiving benefits during the year, compared to the five-year running average
Safe public places	annual number of incidents reported involving injury from elevators and lifts per 100 units licensed in the province
Core Business Area: Alcohol, Gaming and Amusement Regulation	
Consumer protection related to alcohol, gaming and amusement activity	percentage of liquor, gaming and amusement licensees inspected per year that are in compliance with acts and regulations
Core Business Area: Employment Standards & Labour Services	
Efficient and effective client service	percentage of labour standards complaints resolved by Early Intervention
Stable labour relations environment	percentage of working time lost per year due to strikes and lockouts in NS compared with the annual national average
Core Business Area: Pension and Financial Services Regulation	
Security of retirement income for members of private pension plans	percentage of plan members covered by pension plans registered with the province that are (a) 100% funded; or (b) have a strategy in place to achieve full funding within 5 years

A summary of changes made to the performance measures since release of the 2003-04 business plan is presented in Appendix A. Appendix B provides a tabular summary for each performance measure of related data, targets and strategies to achieve targets.

Core Business Area 1: Environmental Protection and Natural Areas Management

The Outcome: Clean and safe drinking water

Nova Scotia Environment and Labour (NSEL) is committed to sustainable management and protection of the environment and natural areas. A desired outcome in meeting this commitment is clean and safe drinking water.

The Measure:

percentage of population served by municipal water supplies that receives water meeting the health-based criteria for bacteriological quality, as stated in the Guidelines for Canadian Drinking Water Quality, at all times during the calendar year

What Does The Measure Tell Us?

Approximately 54% of Nova Scotians get their drinking water from municipal water supplies. Health Canada, together with provincial health and environment ministries, has established the *Guidelines for Canadian Drinking Water Quality*. This document specifies the health-based criteria for a number of parameters, including bacteria content. NSEL tracks the proportion of people serviced by municipal water supplies that have access to drinking water meeting the health-based criteria for bacteriological quality. This measure helps to provide an overall picture of access to quality drinking water. It also helps to gauge the effectiveness of the *Guidelines for Monitoring Public Drinking Water Supplies* and the *Water and Wastewater Facility Regulations*.

Where Are We Now?

NSEL's boil water advisory database provides a tracking system for municipal water quality based on the health-based criteria for coliform bacteria (in the *Guidelines for Canadian Drinking Water Quality*). In 2003, 95.7% of the population served by municipal water supplies received water meeting the health-based criteria for bacteriological quality at all times during the calendar year. This is slightly lower than data reported for previous years (2001 - 96.5%, 2002 - 96.5%). There were fewer municipal boil water advisories in 2003, however, the population affected by these advisories was larger, resulting in slightly more people being subjected to one or more boil water advisories during the year.

Where Do We Want To Be?

Our target for 2004-05 is to maximize the percentage of population served by municipal water supplies that meet the health-based criteria for bacteriological quality. This target will be achieved by implementing the drinking water strategy, supporting development of municipal water supply protection plans, and enforcing the *Water and Wastewater Facility Regulations*, including the *Guidelines for Monitoring Public Water Supplies*.

The Outcome: Clean air

Nova Scotia Environment and Labour is committed to sustainable management and protection of the environment and natural areas. A desired outcome in meeting this

commitment is clean air. Clean air is an essential component of a healthy environment as well as human health. Many contaminants affect Nova Scotia's air quality and the department works actively to reduce them. Measuring the air emissions of sulphur dioxide, mercury, and nitrogen oxide helps track the progress made toward this outcome, as described below.

The Measure:

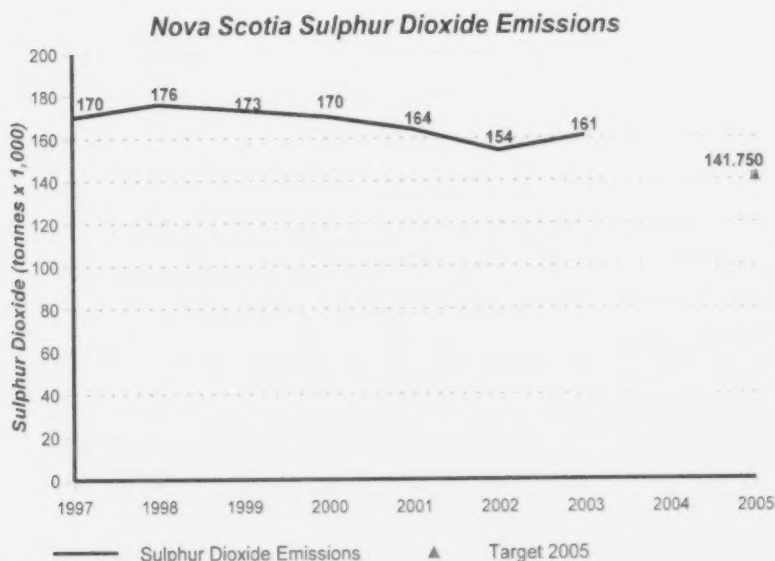
annual total sulphur dioxide (SO₂) air emissions (tonnes) in the province

What Does The Measure Tell Us?

The quantity of sulphur dioxide (SO₂) emitted is a major determining factor for clean air. As a fine particulate matter, SO₂ is a prevalent and harmful air contaminant. It is the main contributor to acid rain and can have significant effects on human health. Improved air quality is therefore partly dependent upon reductions in SO₂. To that end, the department has established realistic and measurable targets for the reduction of SO₂.

Where Are We Now?

The *Air Quality Regulations* (1995) have established a provincial SO₂ emission cap of 189,000 tonnes per year. Proposed amendments to these regulations underwent public review this year, including the proposal to lower this cap to 141,750 tonnes per year. Sulphur dioxide emissions have fluctuated over the past four years (see graph below). In 2003 approximately 161,000 tonnes of SO₂ were emitted in the province, primarily through major industrial sources. Preliminary National Pollutant Release Inventory data was used to determine SO₂ emissions for 2003 and this number may vary once final numbers are released.



Source:
Nova Scotia
Environment
and Labour,
National Pollutant
Release Inventory;
Data for 2003 is
estimated.

Where Do We Want To Be?

The department plans to reduce the legislated SO₂ emission cap to 141,750 tonnes per year by 2005. This will be accomplished by working with major industries and establishing a requirement to reduce SO₂ emissions through the use of lower sulphur fuels.

The Measure:

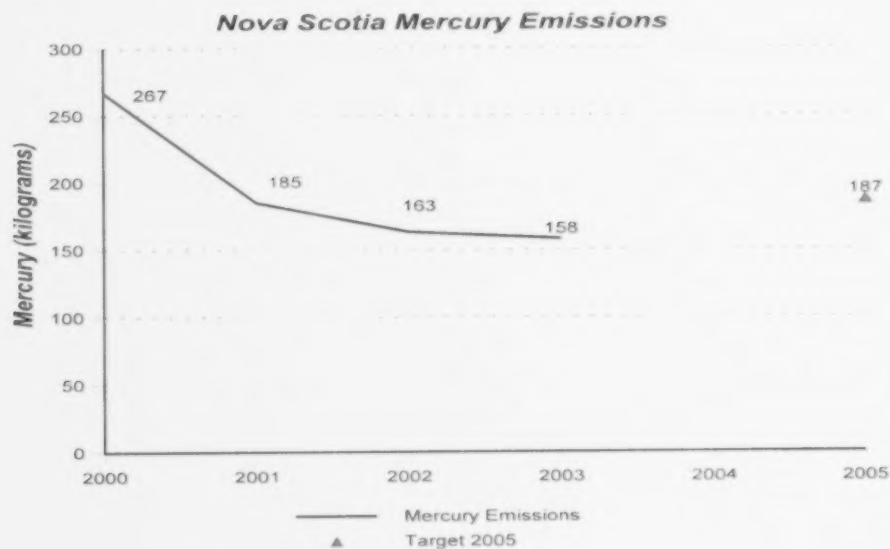
annual total mercury (Hg) air emissions (kg) from electrical power generation in the province

What Does The Measure Tell Us?

In Nova Scotia mercury emissions are produced primarily by thermal electrical power generation. Mercury has serious effects on both human and environmental health. Through reductions in total mercury emissions, we are effectively working toward our clean air objectives. The department has established a realistic and measurable target for the reduction of mercury emissions.

Where Are We Now?

Nova Scotia's electrical power generation sources emitted approximately 158 kg of mercury in 2003. This is a significant decrease from the baseline measure of 267 kg in the year 2000 (see graph below) and falls well below the target established to reduce Hg emissions from electric power generation. Preliminary National Pollutant Release Inventory data was used to determine Hg emissions for 2003 and this number may vary once final numbers are released.



Source: Nova Scotia Environment and Labour, National Pollutant Release Inventory; Data for 2003 is estimated.

Where Do We Want To Be?

By working with Nova Scotia Power Inc. to encourage the use of lower mercury fuel sources, the department is targeting a 30% reduction in mercury emissions from the base-year (2000) by 2005. This target has been met for the last three years.

The Measure:

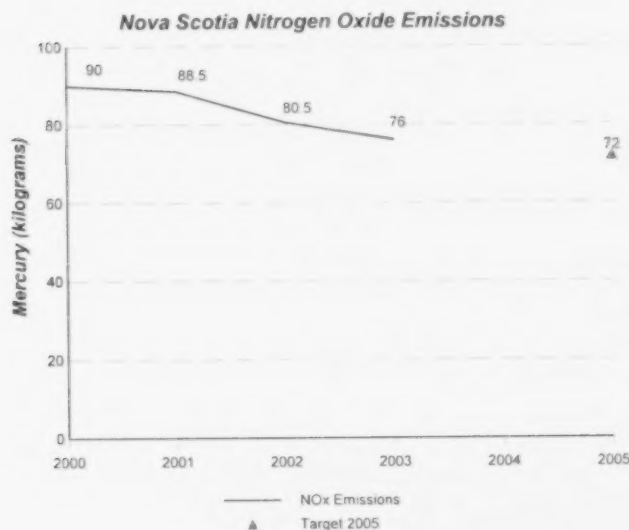
annual total nitrogen oxide (NO_x) air emissions (tonnes) in the province

What Does The Measure Tell Us?

In Nova Scotia, nitrogen oxide (NO_x) emissions are produced by a variety of sources, including thermal electrical power generation and the transportation sector. Nitrogen oxides are a pre-cursor to ground level ozone (smog) and acid rain, and therefore have serious environmental impacts. The department has set a target for the reduction of nitrogen oxides to mitigate these effects.

Where Are We Now?

In previous reports, the baseline data for NO_x emissions and annual emissions for the province were based on best estimates from the electrical power generation and transportation sectors. In 2002 the National Pollutant Release Inventory (NPRI) introduced a requirement for industries to report *actual* NO_x air emission data. NSEL conducted a comprehensive review to assess and verify the NO_x air emission data. Results from this review provide a more accurate account of NO_x air emission in the province than the previously reported estimates. The data shows a steady decline from the 2000 base year measure of 90,000 tonnes to 76,000 tonnes in 2003. Preliminary National Pollutant Release Inventory data was used to determine NO_x emissions for 2003 and this number may vary once final numbers are released.



Source: Nova Scotia Environment and Labour, National Pollutant Release Inventory; Data for 2003 is estimated.

Where Do We Want To Be?

By working with industry the department is targeting a 20% reduction in nitrogen oxide emissions (from 2000 base year levels) by 2009. This sets our revised target (based on recalculated values) at 72,000 tonnes of NO_x in 2009. (Refer to Appendix A for further details.) Our strategy is to work with major industrial sources to reduce emissions, and require the use of low NO_x burners for new and upgraded facilities.

The Outcome: Protected Natural Areas

Nova Scotia Environment and Labour is committed to sustainable management and protection of the environment and natural areas. A desired outcome in meeting this commitment is establishing and maintaining a network of protected natural areas.

The Measure:

total hectares of land protected through NSEL program options

What Does The Measure Tell Us?

Protected areas are representative examples of the province's natural landscapes as well as sites and features of outstanding natural value. The department supports a number of program options for protection, including

- designation of Wilderness Areas and Nature Reserves
- acquisition of department priority properties through partnership programs
- protection of Crown lands in collaboration with the Department of Natural Resources; and
- voluntary private stewardship for significant lands.

Measuring the hectares of provincial land protected through department programs helps track the progress made in meeting provincial and national commitments to establish systems of protected areas. This measure also provides an indication of the state of biodiversity conservation in the province, as protected areas provide habitat for a wide range of species.

Where Are We Now?

Nova Scotia ranks third in Canada for the amount of protected area representation, with over 8% of the province protected. Department program options protected 287,704 hectares throughout the province in 2003-04. This represents 676 more hectares protected, when compared to the base-year measure (2001-02).

Where Do We Want To Be?

Our target is to increase the hectares of land in the province under various protection options. The department will proceed with the process to designate additional Wilderness Areas and Nature Reserves. We will also continue to work with industry and land conservation groups to identify and protect new sites on private lands. This will be achieved by conducting resource inventories, area assessments, encouraging private land stewardship, and supporting partnership agreements.

The Outcome: Shared responsibility for environmental management

Nova Scotia Environment and Labour is committed to sustainable management and protection of the environment and natural areas. A desired outcome in meeting this commitment is to have the responsibility for environmental management shared across all sectors and levels of society. Two measures are used to track progress in this regard. The first helps to gauge community participation, while the second helps to measure industry stewardship.

The Measure:

number of Solid Waste Regions, and the percentage of population they represent, that achieve 50% or more diversion from disposal

What Does The Measure Tell Us?

Communities share responsibility for environmental management through efforts like managing solid waste responsibly. Nova Scotia is working actively to ensure community participation in recycling, composting, and other waste management initiatives. In 2000, Nova Scotia was the first province to reach an overall solid waste diversion rate of 50% per capita, a goal established by the Canadian Council of Ministers of the Environment, and agreed upon by all provinces. Waste diversion rates are calculated for the seven solid waste regions across the province. This measure tells us the number of regions that have diverted 50% or more of their solid waste from disposal through such activities as reducing, re-using, recycling and composting. It also shows the percentage of the population living in the regions that met this goal.

Where Are We Now?

In the fiscal year 2003-04, no solid waste management region reached the solid waste diversion rate of 50%, although three regions were close, diverting more than 45% of their solid waste. It is important to note that recycling and composting volumes have increased over the years. The lower diversion rates may be attributed to an increase in economic growth, an increase in the generation of construction and demolition debris, and an increase in wasteful packaging and products.

Where Do We Want To Be?

The department is working to promote achievement of a 50% solid waste diversion rate by each of the seven solid waste regions by 2004-05. There are many challenges to achieving this target. An effective method of dealing with construction and demolition debris is needed. More product and industry stewardship programs are needed to deal with products such as electronics. All regions should have access to composting. The department will support this goal through continued education and enforcement of the *Solid Waste-Resource Management Regulations*.

The Measure:

total number of product sectors under voluntary or mandatory stewardship agreements

What Does The Measure Tell Us?

Private sector participation in environmental stewardship improves environmental performance and helps develop environmentally responsible business sectors. Management agreements with industry sectors reduce waste and increase the use of recyclable materials. Voluntary and mandatory agreements encourage industry to modify products and packaging to reduce disposable waste and to increase product or packaging recyclability. This measure provides an indication of the numbers of products for which an agreement has been negotiated.

Where Are We Now?

The department has developed a list of product sectors with potential for developing stewardship agreements. As of the fiscal year 2003-04, nine of the products identified have entered into agreements including dairy containers, daily/weekly newspapers, residential sharps, beverage containers, tires, used oil, paint, marine distress signals, and telephone books.

Where Do We Want To Be?

The department has set a target to develop stewardship agreements with 13 product sectors by 2004-05. The department will continue to explore opportunities for products such as electronic goods, fast food packaging, oil containers, household hazardous waste, plastic film, and flyers and magazines. This will be accomplished by working with the Nova Scotia Resource Recovery Fund Board, and consultation and negotiation with industry.

The Outcome: Proactive environmental management

Nova Scotia Environment and Labour is committed to sustainable management and protection of the environment and natural areas. Proactive environmental management — addressing potential environmental issues before the environment is damaged — is a desired outcome in meeting this commitment.

The Measure:

total number of business sectors and municipalities participating with NSEL in environmental management and/or pollution prevention programs and initiatives

What Does The Measure Tell Us?

The department actively works with business sectors and other levels of government to incorporate sustainable environmental management into their operations through the use of pollution prevention plans, environmental management systems, best management practices, and other environmental management tools. This cooperative approach helps to minimize the long term environmental impacts of business and municipal operations. The greater the number of business sectors and municipalities involved, the greater the environmental benefits.

Where Are We Now?

In 2003-04 there were nine sectors participating in department programs ranging from investigating pollution prevention options with municipalities, to implementing best environmental management practices in hospitals.

Where Do We Want To Be?

The target for 2004-05 is to increase (from the base year measure of five) the number of business sectors and municipalities participating in these types of initiatives. This will be accomplished by providing technical assistance, partnering with funding agencies and other levels of government, and partnering with business associations.

The Outcome: Efficient and effective program delivery

Nova Scotia Environment and Labour is committed to sustainable management and protection of the environment and natural areas. A desired outcome in meeting this commitment is the delivery of efficient and effective environmental programs to clients. Two measures are used to track progress in this regard. The first measures the application of a risk-based inspection and auditing program and the second tracks average processing time for on-site sewage disposal system approvals.

The Measure:

percentage of industrial facility approvals to which a risk based inspection and auditing (RBIA) program has been applied

What Does The Measure Tell Us?

Regulatory compliance plays an important role in the department's ability to promote sustainable environmental management. The terms and conditions that are developed for approvals stipulate discharge criteria for the facility that will adequately protect the receiving environment. Risk based inspections use information on primary receptors, performance criteria, treatment controls, scope, and level of impact and reporting requirements as evaluation criteria to rate the degree to which a facility can negatively impact the environment. Those with the highest rating are inspected more often to determine whether the facility is operating in compliance with the terms and conditions of the approval and whether the facility self-monitoring results accurately represent the discharges from the facility. The measure illustrates the progress made in applying this risk based inspection and auditing program to industrial facilities in Nova Scotia. It also provides an indication of the effectiveness of human resource allocation, as in this program, an inspector's time is focussed on facilities that pose a higher risk to the environment.

Where Are We Now?

By the end of the fiscal year 2003-04, approximately 80% of industrial facility approvals have had a risk based inspection and auditing program applied to them. In addition to those approvals that were eligible for risk-based assessment, the remaining 20% also includes approved facilities under construction, or in operation for less than one year, and therefore subject to regular inspections (3, 6 and 12 month intervals). This measure will be re-evaluated in the future to better reflect only the number of industrial facility approvals that are eligible for risk-based assessment that have been risk-assessed.

Where Do We Want To Be?

The department revised the target to apply a risk based inspection and auditing program to at least 80% of industrial facility approvals by 2004-05. Progress will continue to be made in this area by validating data-based assessments at facilities and developing a schedule for risk based inspection audits, as well as developing and implementing an enforcement policy.

The Measure:

average administrative time (days) to process applications for the approval of the installation of on-site sewage disposal systems

What Does The Measure Tell Us?

The department recognizes that while environmental protection is a priority, it must also provide timely service to its clients. When a proposed building project requires an on-site sewage disposal system, municipal units require that an approval for the installation of the system is issued from the department prior to granting a building permit. Reduced turnaround times in the processing of on-site sewage disposal system approvals benefits developers and home builders by minimizing delays in obtaining their building permit and delays in construction.

Where Are We Now?

In 2003-04 the average administrative time to process applications for on-site sewage disposal systems was 20 days. This is a significant reduction from our 2000-01 base-year measure of 40 days, and well within our legislated time requirement of 60 days.

Where Do We Want To Be?

The department has reached its target to decrease average turnaround time for on-site septic system approvals by 50%, to 20 days (from 2000-01 base-year data of 40 days). The department will work to maintain this target through ongoing application process review and evaluation.

**Core Business Area 2:
Public Safety and Occupational Health and Safety**

The Outcome: A safe work environment

A safe work environment is a desired outcome within the department's core business area of public safety and occupational health and safety. The department works with employers and employees to promote compliance with a legislative framework that reflects current workplace standards. By creating safe working environments, we minimize workplace hazards and risk. In turn, this reduces the likelihood of accidents resulting in workers' compensation claims.

Three measures are used to track progress toward this outcome. The first tracks targeted inspections for which an occupational health and safety (OHS) order is not issued. The number of Workers' Compensation Board (WCB) claims and compensable time lost due to injury provide the basis for the remaining measures under this outcome.

The Measure:

annual percentage of targeted inspections where an occupational health and safety order is not issued

What Does the Measure Tell Us?

Workplace inspections provide an important tool to promote compliance with the legislative framework. A risk-based targeted inspection system has been established in which firms that have higher accident frequencies are identified and inspection of these firms is given priority over general inspections. If an inspector finds a workplace does not comply with OHS legislation an order is issued. Tracking the total number of targeted inspections where an order is *not* issued provides an indication of compliance with OHS legislation in these higher risk firms. From this measure the department can monitor trends in compliance levels and identify problem areas.

Where Are We Now?

A reporting error was noted in the data presented in previous business plans and accountability reports. The reported values represented all inspections, not just the targeted inspections, as indicated in the measure definition. Revised data for the base year (2001), indicates that 43.5 % of targeted inspections did not result in an order. This increased to 57.5% in 2002 and dropped slightly to 52.5% in 2003.

Where Do We Want To Be?

The department's target for 2004-05 is to increase the percentage of targeted inspections where no order is issued from the base year measure of 43.5%. This will be achieved by ongoing promotion and education of clients relative to the OHS requirements.

The Measure:

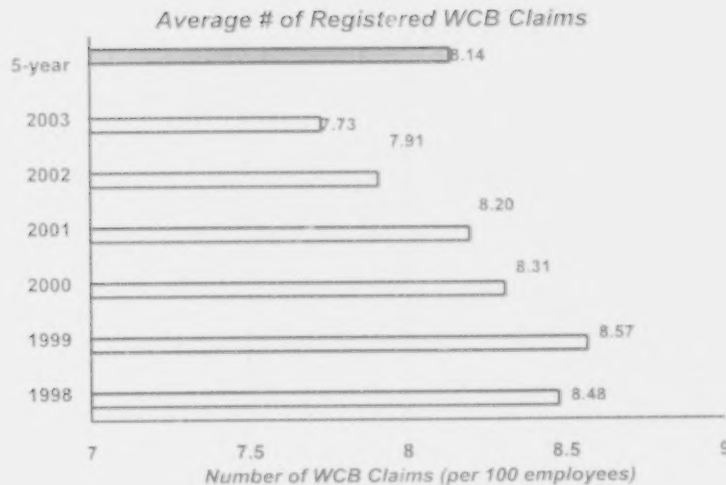
annual average number of registered Workers' Compensation Board claims per hundred employees, compared to the five year running average

What Does The Measure Tell Us?

The average number of registered WCB claims per hundred employees is indicative of the number of workplace injuries occurring in the WCB covered workplace. The measure allows government to monitor trends, compare to national averages, and set targets for reductions in accidents. The current year measure is compared to the five year average because fluctuations occur annually, and only an average can provide an accurate baseline for comparison.

Where Are We Now?

The rate of claims per 100 employees for 2003 was 7.73. The five year average (between 1999-2003) is 8.14 (see graph below). This represents a trend toward less claims over time.



Source:
Human
Resources
Development
Canada, Nova
Scotia
Environment
and Labour

Where Do We Want To Be?

Our target through to 2004-05 is to be at or below the five-year average. This will be accomplished, in part, by working closely with the Workers' Compensation Board to identify high accident firms and sectors and frequent types of accidents, and to use this information to target compliance promotion activities and inspections more effectively.

The Measure:

average number of compensable days for all compensable time loss claims filed in the year and receiving benefits during the year, compared to the five-year running average

What Does The Measure Tell Us?

Measuring the average number of compensable days for compensable time loss claims receiving benefits may help to indicate the severity of injuries occurring in the workplace. Usually, the longer a worker receives benefits, the more severe the injury. Other factors can influence this measure, such as shifts in healthcare policies and practices.

Where Are We Now?

In 2003 the average number of compensable days in this category was 38.20 days. The five year average for the period 1999 to 2003 was 32.88 days. There is a gradual trend toward more compensable days per claim over time. As noted above, many factors may influence this value.

Where Do We Want To Be?

The department's target for 2004-05 is to have the average number of compensable days below the five year average. The department will continue to work closely with the WCB to identify high accident firms and sectors and frequent types of accidents, and to use this information to target compliance promotion activities and inspections more effectively.

The Outcome: Safe public places

Safe public places is a desired outcome within the department's core business area of public safety and occupational health and safety. Each year in Nova Scotia people are put at risk or injured by elevators and escalators. The department addresses this problem through regulations and inspection processes.

The Measure:

annual number of incidents reported involving injury from elevators and lifts per 100 units licensed in the province

What Does The Measure Tell Us?

Any incidents (involving injury) that occur relating to elevators and lifts are required to be reported to the Chief Elevator Inspector. By tracking the number of accidents that occur each year on elevators and lifts, the department is able to measure the effectiveness of the safety system in place for these devices, monitor trends, and tailor inspection and enforcement initiatives appropriately.

Where Are We Now?

In 2003-04, there were 0.80 incidents reported per 100 licensed units. This represents a slight increase from the 2000 base year measure of 0.56 incidents per 100 licensed units.

Where Do We Want to Be?

The department's target is to keep the number of incidents at or below the base year number of measure of 0.56 incidents per 100 licensed units. This target will be achieved by ongoing consultation with the industry, inspection, and enforcement of regulation.

**Core Business Area 3:
Alcohol, Gaming and Amusements Regulation**

The Outcome: Consumer protection related to alcohol, gaming and amusement activity

Consumer protection is a desired outcome within the department's core business area of alcohol, gaming, and amusements regulation. One of the department's strategies to protect consumer interests and public confidence in the alcohol and gaming services sector is to conduct site inspections and work with licensees to ensure they comply with all applicable acts and regulations.

The Measure:

percentage of liquor, gaming and amusement licensees inspected per year that are in compliance with acts and regulations

What Does The Measure Tell Us?

Tracking the percentage of licensees inspected who are in compliance helps the department assess how well regulations are both understood and obeyed. Monitoring compliance allows the department to identify specific problem areas so that resources can be used effectively.

Where Are We Now?

In 2003, 99.8 % of inspected licensees within sectors involved in alcohol, gaming and amusement activities were in compliance with corresponding acts and regulations.

Where Do We Want To Be?

Our ongoing target to 2004-05 is to maintain a compliance percentage in excess of 95%. This target will be achieved by monitoring problem areas and working with licensees to increase awareness of regulations and policies.

Core Business Area 4: Employment Standards and Labour Services

The Outcome: Efficient and effective client service

Employment standards and labour services represent a core business area for Nova Scotia Environment and Labour. A desired outcome in meeting this core responsibility is the delivery of efficient and effective service to clients.

The Measure:

percentage of labour standards complaints resolved by Early Intervention

What Does The Measure Tell Us?

This measure provides an indication of effectiveness in dealing with complaints made under the *Labour Standards Code*. Early Intervention eliminates the need for potentially lengthy mediation or judicial processes, and saves time and resources.

Where are We Now?

In 2002-03, 27% of complaints were resolved by Early Intervention. This represents a slight increase from the 2001-02 base year measure of 25%.

Where Do We Want To Be?

The target for 2004-05 is to resolve at least 25% of labour standard complaints by Early Intervention. The department will continue to improve procedures and streamline processes to optimize the handling of labour standards complaints.

The Outcome: Stable labour relations environment

A stable labour relations environment is a desired outcome within the department's core business area of employment standards and labour services. One way to measure the

stability of the labour relations environment is to track the percentage of work time lost due to strikes and lockouts in the province.

The Measure:

percentage of working time lost per year due to strikes and lockouts
in NS compared with the annual national average

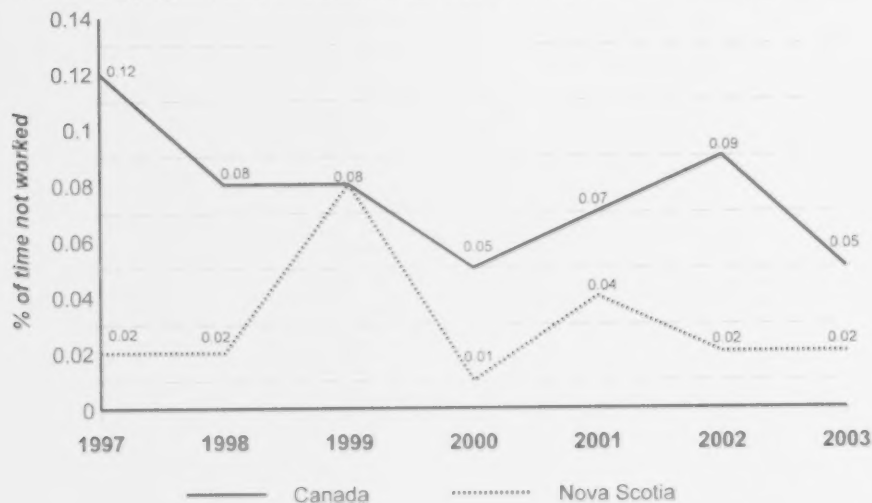
What Does The Measure Tell Us?

This measure is one indicator of labour stability, an important factor for economic development. Comparison with national rates helps the department monitor trends, set targets, and determine priorities.

Where Are We Now?

In recent years Nova Scotia has shown a high degree of labour stability. Time loss in the economy has been consistently at or below the national average. The percentage of working time lost due to strikes and lockouts was 0.02% for Nova Scotia and 0.05% nationally in 2003.

Work Stoppages (time not worked as a percentage of total working time)



Source: Human Resources Development Canada, Nova Scotia Environment and Labour

Where Do We Want To Be?

Our ongoing target through to 2004-05 is to remain at or below the national average for percent of work time lost. This will be accomplished through effective use of the conciliation and mediation processes.

Core Business Area 5

Pension and Financial Services Regulation

The Outcome: Security of retirement income for members of private pension plans

A desired outcome within the department's core business area of pension and financial services regulation is security of retirement income for members of private pension plans.

The Measure:

percentage of plan members covered by pension plans registered with the province that are (a) 100% funded; or (b) have a strategy in place to achieve full funding within 5 years

What Does The Measure Tell Us?

The measure tracks the percentage of plan members covered by private pension plans registered under the *Pension Benefits Act* that are 100% funded, compared with the percentage of members of plans that have a strategy in place to achieve full funding. The level of funding for a plan is highly dependent on market fluctuations and is expected to vary from year to year.

Where Are We Now?

In 2003, 100% of plan members were covered by plans that were either fully funded (69%) or that have filed a strategy to achieve full funding in a five year period (31%). Since the 2001 base year, there has been a steady decline in the percentage of plan members in plans that are fully funded. This is reflective of the investment market.

Where Do We Want To Be?

The target for 2004-05 is to continue to maintain 100% of plan members registered in fully funded plans, or in plans which have filed a strategy to achieve full funding in a five year period. This will be accomplished through ongoing review and analysis of valuation reports and data to identify solvency and funding problems, and overseeing employer payments required under legislation to bring pension plan to full funding.

APPENDIX A

Note on Amendments to Performance Measures

Developing performance measures is an evolving process, as work is done to improve and integrate the measurement processes of the former departments and agencies that now make up Nova Scotia Environment and Labour.

Amendments to the performance measures framework were minimal and focussed on correction of and improvement in data calculations and an improvement to an established target. A summary of these amendments follows:

- A reporting error was noted and corrected related to the values presented for the measure *"annual percentage of targeted inspections where an occupational health and safety order is not issued."*
- An improvement in the calculation of the data for the measure *"annual total nitrogen oxide (NO_x) air emissions (tonnes) in the province"* was introduced, resulting in a recalculation of values for previously reported years. Although the target of 20% reduction of NO_x from the base-year was maintained, the recalculation of the base year measure resulted in a consequential recalculation of the target value from 60,000 tonnes (as reported in the 2003-04 business plan) to 72,000 tonnes.
- The 2004-05 target of 60% originally established for the measure *"percentage of industrial facility approvals to which a Risk-Based Inspection and Auditing has been applied"* has been adjusted upward, to 80%.
- For clarification, the phrase "labour standards" was added to the measure under the outcome "Efficient and effective client service". The revised measure is as follows: "percentage of labour standards complaints resolved by Early Intervention."

APPENDIX B

Summary of Performance Measures

Outcome	Measure	Data	Target 2004-05	Strategies to Achieve Target
Core Business Area: Environmental protection and natural areas management				
Clean and safe drinking water	percentage of population served by municipal water supplies that meet the health-based criteria for bacteriological quality, as stated in the <i>Guidelines for Canadian Drinking Water Quality</i> , at all times during the calendar year	96.5% (2001) 96.5% (2002) 95.7% (2003)	maximize the percentage of population served by municipal water supplies that meet the health-based criteria for bacteriological quality	- enforce <i>Water and Wastewater Facility Regulations</i> including the <i>Guidelines for Monitoring Public Water Supplies</i> - implement drinking water strategy - support and encourage the development of municipal water supply protection plans - promote innovative NS-based technological solutions to environmental problems
	annual total sulphur dioxide (SO ₂) air emissions (tonnes) in the province	170,000 tonnes (2000) 164,000 tonnes (2001) 154,000 tonnes (2002) 161,000 tonnes (2003) (estimate)	25% SO ₂ cap reduction (from 189,000 tonne cap to 141,750 tonne cap) by 2005	- work with major industrial sources to reduce emissions through the use of lower sulphur fuels
Clean air	annual total mercury (Hg) air emissions (kg) from electrical power generation in the province	267 kg (2000) 185 kg (2001) 163 kg (2002) 158 kg (2003) (estimate)	reduce mercury emissions from electric power generation from base year by 30% by 2005 (to 187 kg Hg)	- work with NSPI to encourage the use of lower mercury fuels

Outcome	Measure	Data	Target 2004-05	Strategies to Achieve Target
Clean air (con't)	annual total nitrogen oxide (NO _x) air emissions (tonnes) in the province	<i>revised numbers:</i> 90,000 tonnes (2000) 88,500 tonnes (2001) 80,500 tonnes (2002) 76,000 tonnes (2003) (estimate)	reduce NO _x emissions from base year by 20% by 2009 (72,000 tonnes, based on revised value for base year measure)	- work with major industrial sources to reduce emissions - require the use of low NO_x burners for new facilities and during major upgrades and refits
Protected natural areas	total hectares of land protected through NSEL program options	287,028 ha (2001-02) 287,320 ha (2002-03) 287,704 ha (2003-04)	increase the hectares of land under various protection options	- conduct resource inventories and area assessments - conduct public consultations - encourage private land stewardship - participate in Crown land planning - support partnership agreements

Outcome	Measure	Data	Target 2004-05	Strategies to Achieve Target
Shared responsibility for environmental management	number of Solid Waste Regions, and the percentage of population they represent, that achieve 50% or more diversion from disposal	≥ 50% diversion in 2 SW Regions (48% of population) (2000-01) 1 SW Region (39% of population) (2001-02) 2 SW Regions (49% of population) (2002-03) 0 SW Regions (0% of population)	≥ 50% diversion in 7 SW Regions (100% of population)	- work with municipalities - education - enforcement - centralized composting in CBRM and Inverness - C & D diversion - development of full containment landfills - stewardship programs
	total number of product sectors under voluntary or mandatory stewardship agreements	7 of 13 targeted products (2001-02) 9 of 13 (2002-03) 9 of 13 (2003-04)	13 targeted product sectors	- work with RRFB Nova Scotia - consult and negotiate with industry regarding targeted products including such things as dairy containers, newspapers, residential sharps, beverage containers, tires, used oil, paint, telephone books, marine distress signals, electronic goods, fast food packaging, oil containers, household hazardous waste, plastic film, flyers and magazines - legislation

Outcome	Measure	Data	Target 2004-05	Strategies to Achieve Target
Proactive environmental management	total number of business sectors and municipalities participating with NSEL in environmental management and/or pollution prevention programs and initiatives	5 participating sectors, municipalities (2001-02) 6 (2002-03) 9 (2003-04)	increase number of participating sectors, municipalities	- provide technical assistance - facilitate/participate in demonstration projects - partner with funding agencies/other levels of government - partner with business associations to initiate new plans
	percentage of industrial facility approvals to which a Risk-Based Inspection and Auditing (RBIA) Program has been applied	20% of industrial facility approvals (2001-02) 80 % (2002-03) 80 % (2003-04)	80% of industrial facility approvals	- validate data-based assessments at facilities and develop a schedule for RBIA - develop and implement enforcement policy - enhance the Environmental Information Monitoring Access System (EIMAS) to manage inspection schedules based on level of risk
Efficient and effective program delivery	average administrative time (days) to process applications for the approval of the installation of on-site sewage disposal systems	40 days (2000-01) 28 days (2001-02) 28 days (2002-03) 20 days (2003-04)	20 days (50% reduction in time)	- ongoing process re-design (Note - legislation specifies 60 day maximum turnaround time)

Outcome	Measure	Data	Target 2004-05	Strategies to Achieve Target
Core Business Area: Public Safety and Occupational Health and Safety				
A safe work environment	annual percentage of targeted inspections where an occupational health and safety order is not issued	43.5% (2001) 57.5% (2002) 52.5% (2003) <i>Revised numbers based on "targeted" inspections</i>	increase the percentage from the base year measure	- work with the WCB to increase OH&S promotion and education - continue to develop a targeted risk-based inspection system
	annual average number of registered Workers' Compensation Board claims per hundred employees, compared to the five-year running average	8.31 per 100 (2000) 8.24 per 100 (1996-2000) 8.20 per 100 (2001) 8.38 per 100 (1997-2001) 7.91 per 100 (2002) 8.29 per 100 (1998-2002) 7.73 per 100 (2003) 8.14 per 100 (1999-2003)	annual target to maintain or decrease number of claims relative to five year running average	- work closely with WCB to identify high accident firms, sectors and types of accidents - work with the WCB to increase OH&S promotion and education - continue to develop a targeted risk-based inspection system

Outcome	Measure	Data	Target 2004-05	Strategies to Achieve Target
A safe work environment (con't)	average number of compensable days for all compensable time loss claims filed in the year and receiving benefits during the year, compared to the five-year running average	29.45 days (2000) 26.19 days (1996-2000) 31.60 days (2001) 28.17 days (1997-2001) 36.86 days (2002) 30.52 days (1998-2002) 38.20 days (2003) 32.88 days (1999-2003)	annual target to maintain or decrease the average number of days relative to the five year running average	- work closely with WCB to identify high accident firms, sectors and types of accidents - work with WCB to increase OH&S promotion and education - continue to develop a targeted risk-based inspection system
Safe public places	annual number of incidents reported involving injury from elevators and lifts per 100 units licensed in the province	0.56 incidents per 100 units licensed (2000) 0.61 incidents per 100 units licensed (2001) 0.23 incidents per 100 units licensed (2002) 0.80 incidents per 100 units licensed (2003)	incident rate at or below base-year measure	- ongoing consultation with industry - targeted inspections - enforcement

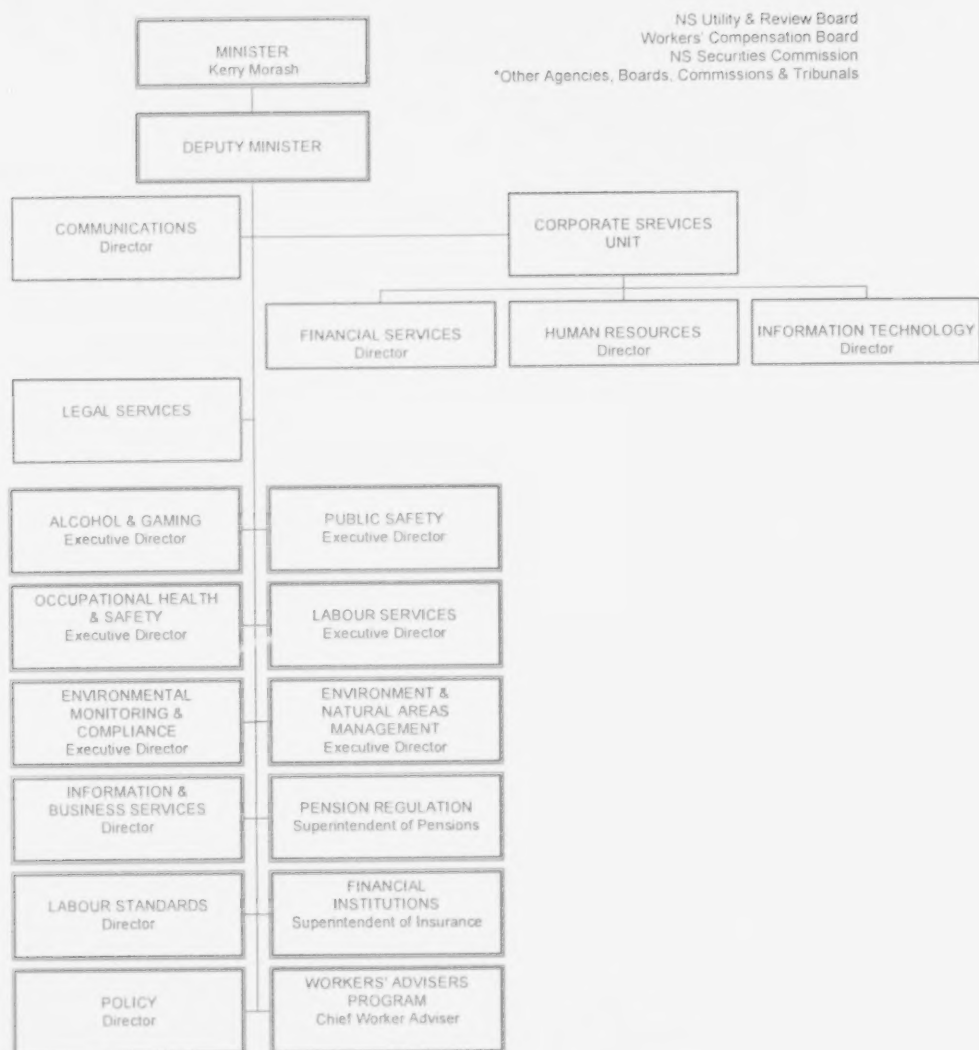
Outcome	Measure	Data	Target 2004-05	Strategies to Achieve Target
Core Business Area: Alcohol, Gaming and Amusement Regulation				
Consumer protection related to alcohol, gaming and amusement activity	percentage of liquor, gaming and amusement licensees inspected per year that are in compliance with acts and regulations	98% (2000) 95% (2001) 96% (2002) 99.8% (2003)	greater than 95% compliance rate	- increase focus on type of inspection and/or investigation - monitor problem areas - work with licensees to increase awareness of regulations and policies
Core Business Area: Employment Standards & Labour Services				
Efficient and effective client service	percentage of labour standards complaints resolved by Early Intervention	25% (2001-02) 27% (2002-03)	25% <i>Due to changes in the complaint processing system, new measures are being developed</i>	- amend current work flow and processes - implement human resources plan

Outcome	Measure	Data	Target 2004-05	Strategies to Achieve Target
Stable labour relations environment	percentage of working time lost per year due to strikes and lockouts in NS compared with the annual national average	0.01% NS 0.05% National (2000) 0.04% NS 0.07% National (2001) 0.02% NS 0.09% National (2002) 0.02% NS 0.05% National (2003)	annual target to meet or be less than the annual national average	- effective use of conciliation and mediation processes

Outcome	Measure	Data	Target 2004-05	Strategies to Achieve Target
Core Business Area: Pension and Financial Services Regulation				
Security of retirement income for members of private pension plans	percentage of plan members covered by pension plans registered with the province that are (a) 100% funded; or (b) have a strategy in place to achieve full funding within 5 years	(a) 93% fully (b) 7% strategy (2001) (a) 82% fully (b) 18% strategy (2002) (a) 69% fully (b) 31% strategy	100% of members are covered by fully funded plans or plans with an approved strategy	- ongoing review and analysis of valuation reports and data to identify solvency and funding problems - oversee employer payments required under legislation to bring the pension to full funding - any plan that is less than 100% funded must file a strategy with the department to get 100% funding within 5 years - Superintendent has the authority under the Pension Benefits Act to order payment, if necessary

APPENDIX C

Organizational Chart



* See Appendix D.

APPENDIX D

Agencies, Boards, Commissions & Tribunals

- Board of Examiners for Certification of Blasters
- Construction Industry Panel
- Crane Operators Appeal Board
- Crane Operators Examination Committee
- Credit Union Deposit Insurance Corporation
- Elevators and Lifts Appeal Board
- Environmental Assessment Board
- Fire Safety Advisory Council and Fire Safety Appeal Board
- Fire Services Advisory Committee
- Fuel Safety Board
- Labour Relations Board
- Labour Standards Tribunal
- Maritime Film Classifiers
- Nova Scotia Building Advisory Committee
- Nova Scotia Insurance Review Board
- Nova Scotia Securities Commission
- Occupational Health and Safety Advisory Council
- Occupational Health and Safety Appeal Panel
- On-Site Services Advisory Board
- Pay Equity Commission
- Power Engineers and Operators Appeal Committee
- Power Engineers and Operators Board
- Radiation Health Advisory Committee
- Resource Recovery Fund Board
- Utility and Review Board
- Workers Compensation Board

